

Facilitator	Department of Vermont Health Access & VITL teams
Purpose of Meeting	Overview of Vermont's health information exchange and public question and answer session
Date of Meeting	02/04/2020

Agenda Item/Topic	Discussion Points
Overview of the Vermont Health Information Exchange	Maurine Gilbert provided an overview of the health information exchange including information on how it works, who operates it (Vermont Information Technology Leaders), how health information is shared with treating providers, and the options that Vermonters have about choosing to share their health data with treating providers.
About the VHIE – Change in consent policy	Starting March 1, Vermonters will automatically be enrolled in data sharing in the Vermont Health Information Exchange. This means that relevant health information compiled from patients' electronic health records can be viewed by a patients' treating healthcare provider for care purposes.
About the VHIE – Mental health and substance use data	Mental health records are not sent to the Vermont Health Information Exchange from any of the designated agencies in Vermont or those that are designated as 42 CFR Part 2 programs. These mental health agencies (like Howard Center) can view patient information in the VHIE, but do not provide data. If a primary care physician addresses mental health issues in a visit, that data may be in the VHIE, but most mental health data and substance use data is not contained in the Vermont Health Information Exchange.
Who can see records?	Participating healthcare providers can view records in the VHIE. Some staff, like front desk administration, can view basic information like where you live and date of birth with limited access. Examples of the types of healthcare providers who may participate include but are not limited to doctors, nurses, nurse practitioners, physical therapists, care managers, dentists, and hospitals.
Can I choose who gets to see my record?	At this time, the sharing is an all-or-nothing scenario – data is either shared or not shared. There is no option to choose which doctors can see information in the VHIE.
How can we ensure that only the right people view?	VITL offers training for staff and providers on appropriate use of patient data, a robust auditing system to monitor access, and the option for patients to request an audit of who has seen their record.

Can a patient view their own record in the VHIE?	No, a patient portal is not available at this time; however, patients can request an audit which offers a history of treatment and record access.
About the VHIE – Safety and Security	VITL adheres to national frameworks like NIST, and takes measures to encrypt data, use secure data centers, train VITL staff on security protocols, and participate in external security audits by a third party.
Options for sharing your data	Starting March 1, all records will be shared with participating treating providers. There are options available for learning more and opting out. To participate, no action is required. All records will be shared starting March 1. To learn more, help is available by calling the VITL hotline or the Health Care Advocate helpline. There are many ways to opt out of sharing, including visiting vthealthinfo.com . Opting out of sharing does not remove records from the health information exchange. Data will still be stored, but not viewed by providers, except in the case of a medical emergency.

Questions
<p>Is VITL a non-profit? How is it funded?</p> <ul style="list-style-type: none"> VITL is a private 501 c3 non-profit, supported primarily by the Department of Vermont Health Access, with additional funds from OneCare Vermont and some smaller revenue streams.
<p>I have previously opted out of sharing, why didn't that prevent my record from being in the Health Information Exchange?</p> <ul style="list-style-type: none"> Opting out does not remove records or data from the health information exchange. Opting out just limits what providers can see your information. If you are concerned about information stored in the health information exchange, an audit can be requested at vthealthinfo.com or by calling the VITL hotline.
<p>Does VITL use secure data centers, or is the technology cloud-based?</p> <ul style="list-style-type: none"> VITL uses US-based data centers and uses certified vendors. Exploration of cloud-based services are in process. VITL uses an external third-party to perform an annual security audit. All security policies are available at vitl.net and include 24/7 monitoring and VITL staff security training.

If there are errors on my record, who is responsible to correct them?

- If you find an error in your health data, your provider can change the information. VITL does not change any information, updates happen at the source of data, which is the health care organization.

Closing comments

- Suggestion for an information session during non-working hours. DHVA is considering this request and planning future engagement efforts.
- Reminder to call the VITL hotline and visit www.vthealthinfo.com for more information and to opt out of sharing